

Comparisons of the Quality Gurus. Prep for possible PMP exam Quality Questions

	W. Deming	J.M. Juran	P. Crosby	G. Taguchi
Basic orientation toward quality	Technical	Process	Motivational	Technical, proactive
What is quality?	Non-faulty systems	Fitness for use; freedom from trouble	Conformance to requirements	Customer's performance requirements
Goal of quality	Meet/exceed customer needs; continuous improvement	Pleasant customer; continuous improvement	Continuous improvement; zero defects	Meet customer requirements; continuous improvement
Methods for achieving quality	Statistical; constancy of purpose; continual improvement; cooperation between functions	Cost of quality; quality trilogy: planning, control, improvement	14-point framework;	Statistical methods such as Loss Function; eliminating variations of design characteristics and "noise" through robust design and processes.
Chief elements of implementation	14-point program - Deming	Breakthrough projects; quality council; quality teams	14-step program ; cost of quality; quality management " maturity grid "	Introduction to Taguchi ; Statistical design of experiments ; quality teams;

Most famous for...	Plan ~ Do ~ Check ~ Act cycle	Responsibility for quality is on management. Very into the Pareto Principle	Zero Defects	Taguchi methodology involving prototyping.
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